

WorkINDiana Frequently Asked Questions



This document contains answers to the most commonly asked questions about the *WorkINDiana* program. If you cannot find the answer to your question, please contact AdultED@dwd.in.gov or the adult education coordinator for your region.

A. *WorkINDiana* Voucher

1. What are the differences between a *WorkINDiana* voucher and an Individual Training Account (ITA)?

While there are similarities between the two vouchers in that both can be utilized to pay for *WorkINDiana* training programs, there are two major differences:

1. Eligibility requirements
2. Timing of reimbursements

The eligibility requirements for an ITA include 1) being enrolled in Workforce Investment Act (WIA) services and 2) approved for training services. On the other hand, to qualify for a *WorkINDiana* voucher a client 1) must be co-enrolled in **WIA Title I** and a **WIA Title II** Adult Education Program and 2) meet other requirements as outlined in the 2012-10 *WorkINDiana* policy (<http://www.in.gov/dwd/2482.htm>).

The other major difference has to do with reimbursements. A provider is reimbursed for the full amount of the ITA as long as the student is in attendance whereas the *WorkINDiana* vouchers are paid out in two phases:

1. On the first day of class providers are eligible to receive 70% of the cost of the program if the client is present for the first day of class.
2. After the client completes the requisite coursework, providers will be reimbursed for the remaining 30% of the cost. A provider will not be reimbursed for the remaining 30% of funds for a client who does not complete the program.

B. WorkINDiana Voucher Eligibility

In summary, the eligibility requirements for a *WorkINDiana* voucher are co-enrollment in WIA Title I and a WIA Title II Adult Education program and those listed in the *WorkINDiana* policy.

Below are frequently asked questions regarding the eligibility requirements for the *WorkINDiana* program voucher:

1. Is there an age requirement for students wanting to enter the *WorkINDiana* certification programs? We service high school equivalency diploma students under 18 who want to get certifications from the *WorkINDiana* training program. Do they qualify if they meet all the other requirements?

There is no age requirement for participation in *WorkINDiana*, so Adult Education students under 18 would qualify if all other requirements were met. They would be great candidates for out of school youth participation.

NOTE: The age requirements of the occupation, employers and certification/licensures should be considered. DWD would not support training *WorkINDiana* students for jobs and/or certifications that they could not obtain.

2. Is a client eligible for a *WorkINDiana* voucher and an ITA?

Although this is a regional decision, WIA does allow funding for additional certifications if the initial certification does not lead to a self sustaining wage. For example, a client may be issued a *WorkINDiana* voucher for a Certified Nursing Assistant program and also be eligible for an ITA for a Licensed Practical Nurse program.

3. Is a client eligible for more than one *WorkINDiana* training program voucher?

No. Clients are eligible for only one *WorkINDiana* certification training program.

4. Are clients eligible for a *WorkINDiana* voucher if they already possess a marketable credential?

Yes. The *WorkINDiana* program is designed to help clients begin and/or advance in their chosen career pathway. For instance, clients with a Commercial Driver License (CDL-B) have a marketable skill, but they have never participated in the *WorkINDiana* program. Based upon the clients' desire to advance in their career pathway, they would be eligible for a *WorkINDiana* voucher for a Heavy Truck Driver License (CDL-A).

5. Are adult secondary credit (ASC) students eligible for *WorkINDiana* vouchers?

Yes as long as they are or were enrolled in Adult Education during the appropriate timeframes.

6. Can a client choose a *WorkINDiana* provider located in another region?

Yes. A *WorkINDiana* voucher may be issued to a training provider located in another region as long as the program is an approved *WorkINDiana* program. The region in which the client is enrolled is required to communicate its reimbursement process to the *WorkINDiana* provider.

7. Who gets to “select” the provider?

Students in consultation with their case managers may select any *WorkINDiana* approved program listed on [INTraining](#), the WIA approved list of training programs.

8. Is a client who already possesses a high school diploma or equivalency eligible for a *WorkINDiana* voucher?

Yes and no. Because a client already possesses a high school diploma or equivalency would not necessarily disqualify the student from participating in the *WorkINDiana* training program. The client must have been enrolled in a WIA Title II Adult Education Program during the **current** program year (July 1 through June 30) or **previous** program year (July 1 through June 30) to qualify. Otherwise, the client (with or without a high school diploma or equivalency) would have to re-enroll in a WIA Title II Adult Education Program for remediation.

9. If a client recently obtained high scores on the high school equivalency tests but scored poorly on TABE, should s/he be sent through remediation classes?

Not necessarily. In this situation, the counselor or case manager has the flexibility to make the best decision for the client based upon his/her employment and/or educational goals. For example, a student with a goal of obtaining employment who scored highly on the high school equivalency tests but poorly on the TABE would not necessarily need remediation. This student might be an ideal candidate for the *WorkINDiana* program if s/he attained a 4th grade level on TABE and met all other eligibility requirements.

10. Can *WorkINDiana* funds be used to pay for the high school equivalency assessment for *WorkINDiana* students?

No. Counselors and Adult Education providers are strongly encouraged to utilize community resources and/or determine whether the *WorkINDiana* students qualify for WIA supportive services.

C. *WorkINDiana* Program Specific Questions

1. Who approves *WorkINDiana* providers/programs?

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Staff from the Adult Education Department at the Indiana Department of Workforce Development will review the training program to ensure it meets eligibility criteria and will recommend approval or denial to the Educational Review Committee of the State Workforce Innovation Council (SWIC).

2. Can we work with providers that are out of state?

Yes, out of state providers may be utilized as long as they are listed on INTraining with an asterisk. The asterisk signifies the program is approved for *WorkINDiana* students.

3. We are working with a provider that offers short term training to WIA adults. I just wanted to see if this could be a possibility for *WorkINDiana* as well.

Yes, the short term training program would be a possibility as long as the program met the *WorkINDiana* requirements which include a minimum of 40 instructional hours, as a general rule no more than fourteen weeks and results in an approved *WorkINDiana* certification.

4. Can more than one provider in a region offer the same *WorkINDiana* program/certification?

Yes.

5. Does the *WorkINDiana* program cover the cost of the certification exam?

Yes. If the student does not pass the certification exam, the cost to retake the exam is not covered.

6. Are maximum limits established on the amount of the tuition?

No. There are currently no limitations on the amount of tuition. DWD reviews tuition costs during the program review, and recognizes that tuition costs may vary from program to program.

7. Does the *WorkINDiana* program cover the costs of materials and supplies?

Yes. Training providers are strongly encouraged to include the costs of materials and supplies in the cost of tuition. However these costs may be covered by a voucher if they are not covered in tuition.

8. Are the providers allowed to contract with secondary service providers?

Yes.

9. Are there duration requirements for *WorkINDiana* programs?

No. The general rule is that a program must be at least 40 contact hours (ex. 5 days at 8 hours each day) and as a general rule take less than 14 weeks to complete. Providers may be required to increase the number of class hours per week or decrease the number of weeks to meet the general rule requirement.

10. Do the hours spent in a *WorkIndiana* training program count toward attendance in an Adult Education program?

No.

11. Are either internships or on-the-job training a requirement for *WorkIndiana* programs?

No, although DWD strongly encourages integration of internships or job shadowing experiences to enhance a student skills and employability prospects. The only exception is for programs that require internships or on-the-job training for obtaining the certification or licensure.

12. What are the requirements for the *WorkIndiana* training providers/programs?

WorkIndiana training providers/programs must result in an approved *WorkIndiana* certification, meet the general rule on length requirements, agree to reimbursement terms, accept students who score at or above a 4th grade level on TABE, be listed on INTraining and allow students to enroll who are pursuing their high school diploma or equivalency certificate.

13. What are the admission requirements or restrictions that cannot be put in place?

The training providers and/or WorkOne staff cannot require *WorkIndiana* students to take entrance or placement exams, remediation courses, or WorkKeys assessments in order to enroll in *WorkIndiana* programs.

If the provider or regional staff has a concern about student ability or success, a higher educational level or score on TABE should be considered.

14. Are *WorkIndiana* programs required to offer college credit?

No.

15. How can a region add a new certification to the existing list of approved certifications for *WorkIndiana*?

The name of the certification and the organization that issues the certification must be submitted to DWD to ensure it meets established approval criteria. To learn more about the approval criteria, please see DWD Policy 2012-10, *WorkIndiana* policy at <http://www.in.gov/dwd/2482.htm>. All new certifications will be conditionally approved pending the results of a pilot. During the pilot phase, the training program(s) and the associated certification(s) will be evaluated based upon demand and completion,

certification and employment rates. The Educational Review Committee of the State Workforce Investment Council (SWIC) will make the final decision on whether to approve or deny the certification.

D. Certification Specific Questions

1. What is the IC³ certification?

The IC³ is an abbreviation for Internet and Computing Core Certification and it is used globally to certify an individual's digital literacy skills. These are skills that include computing fundamentals, key applications such as Word and Excel, as well as the Internet, networks, and email and are critical to administrative assistant occupations. To earn the certification, students must pass three exams. The IC³ certification is not yet widely recognized by employers in Indiana, but the skills documented by the certification are.

2. Is it permissible for a provider to include more than one certification to enhance a *WorkINDiana* program?

Yes. A *WorkINDiana* provider, for example, may opt to add a forklift certification to a related certification such as the Manufacturing Skill Standards Council (MSSC) Certified Logistics Associate (CLA) certification.